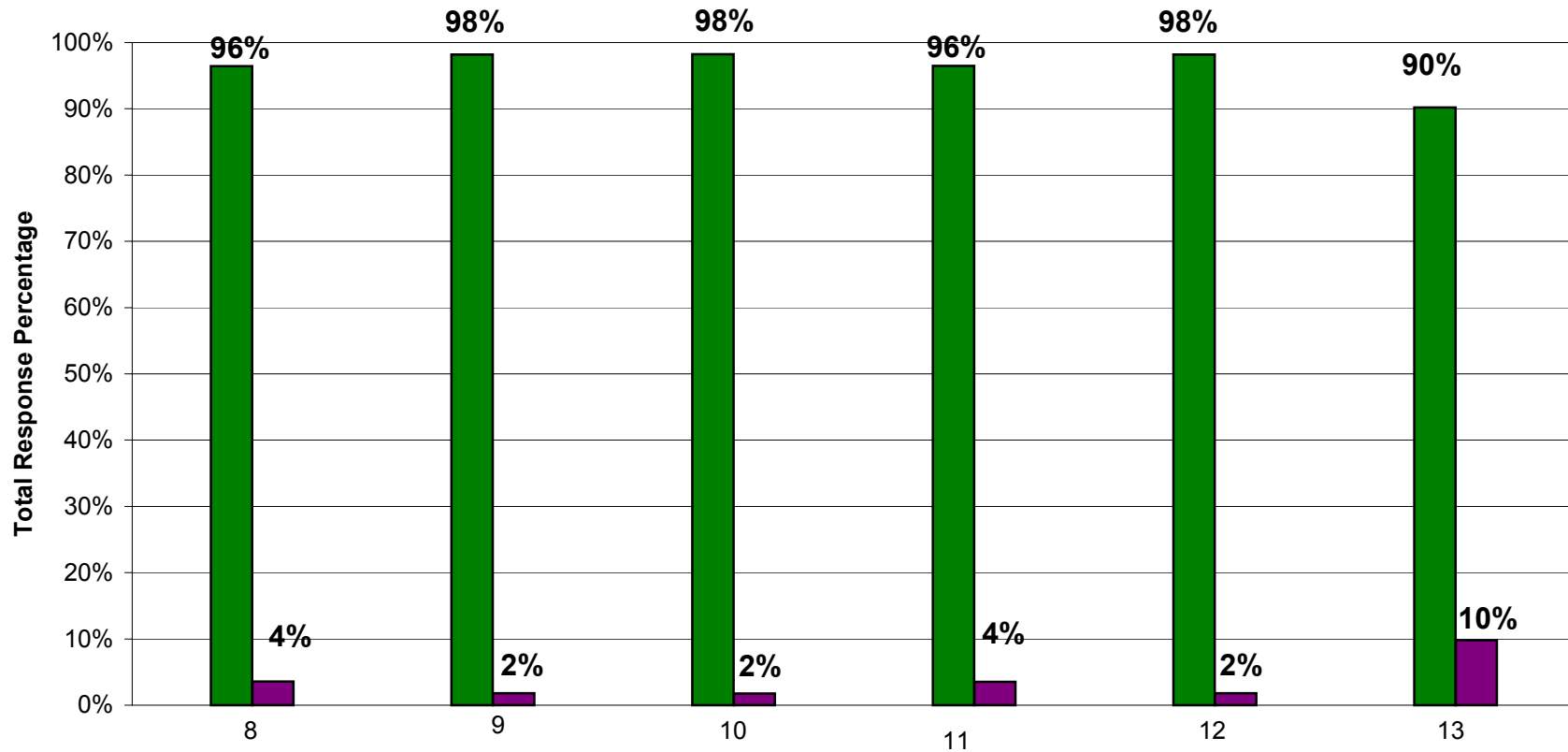


OAH Customer Survey- FY 2003 Annual Score

Administrative Law Judges/Hearing Process



Questions

- 8. ALJ gave overview of hearing procedure.
- 9. ALJ used understandable language.
- 10. ALJ listened, treating everyone fairly and courteously.
- 11. ALJ appeared to understand laws and rules.
- 12. ALJ maintained appropriate control and formality in court.
- 13. ALJ was clear and decisive on making rulings.

■ Met or Exceeded Expectations

■ Did Not Meet Expectations